

TELECONFERENCE MINUTES: COUNCIL ON HUMAN SERVICES: JANUARY 8TH 2020

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson, Chair – present via phone	Director Kelly Garcia – absent
Kimberly Kudej – present via phone	Mikki Stier – present
Sam Wallace – present via phone	Matt Highland – present
Carol Forristall – present via phone	Nancy Freudenberg – present
Rebecca Peterson – present via phone	Annie Lukens – present
Skylar Mayberry-Mayes – present	

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – absent
Senator Mariannette Miller-Meeks – absent
Senator Amanda Ragan – present via phone
Representative Timi Brown-Powers – absent
GUESTS
Jane Hudson – Director of Disability Rights of Iowa – present

CALL TO ORDER

Mark Anderson, Council Chair, called the Council meeting to order at 10:01 a.m. via conference call on Wednesday, January 8th, 2020.

Annie Lukens, Executive Office with the Department of Human Resources read aloud: “This meeting of the Iowa Council on Human Services is being held in accord with Section 21.8 of the Code of Iowa entitled, “electronic meeting.” The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical, or if the governmental body complies with the rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in the First Floor Conference Room of the Hoover State Office Building. An agenda was sent to interested groups as well as the press advising that the meeting will be held via conference call. Minutes will be kept of the meeting.”

ROLL CALL

Annie Lukens, held roll call of the Council of Human Services. Attendance details listed above.

APPROVAL OF MINUTES

A motion was made to approve the minutes of the December 11, 2019 meeting minutes.
VOTE: MOTION UNANIMOUSLY CARRIED.

COUNCIL ACTION

Matt Highland, Public Information Officer (PIO) and Bureau Chief of Communications with Department of Human Services brought a council action to vote to create two Division Administrator positions to oversee MHDS; one for Community and the other for Facilities. This had previously been one position. Council discussed whether there would be additional cost (the current budget affords these positions).

VOTE: MOTION UNANIMOUSLY CARRIED.

RULES

Nancy Freudenberg, Bureau Chief of Policy Coordination with Department of Human Services presents the following amendments to the administrative rules for adoption:

R-1. Amendments to Chapter 75, "Conditions of Eligibility." This rule will continue to allow an annual change in the statewide monthly standard deduction for personal care services provided in a licensed Residential Care Facility (RCF) based on the Consumer Price Index (CPI) for urban consumers. This annual change continues to be a benefit to Medically Needy members who reside in a licensed RCF because it allows the personal care needs to be applied to the spenddown obligation.

VOTE: MOTION UNANIMOUSLY CARRIED.

R-2. Amendments to Chapter 78, "Amount, Duration and Scope of Medical and Remedial Services," and to Chapter 79, "Other Policies Relating to Providers of Medical and Remedial Care." This rulemaking updates and clarifies language to reflect existing prescribed outpatient drug policies for qualified prescribers, reasons for nonpayment of drugs, covered nonprescription drugs, quantity prescribed, drug reimbursement methodology and credits for returned unit dose drugs not consumed.

VOTE: MOTION UNANIMOUSLY CARRIED.

R-3. Amendments to Chapter 78, "Amount, Duration and Scope of Medical and Remedial Services," Chapter 83, "Medicaid Waiver Services," and rescinds and adopts new Chapter 90, "Case Management Services". Clarifies the case management service activities that are received by various populations in the Medicaid program. Revises rules to include definition and references to Core Standardized Assessments (CSA) as required under the Balancing Incentive Program (BIPP). The BIPP was created as part of the federal Patient Protection and Affordable Care Act. Participation by Iowa is required by 2012 Iowa Acts, chapter 1133, section 14, and 2013 Iowa Senate File 446, section 142 (20). Adds a section to outline and require billable activities for fee for service members. Adds a requirement for provider reporting of minor incidents. Adds the person-centered service planning definition and service requirements. Updates case management cross references in other chapters that are affected by this rule package.

VOTE: MOTION UNANIMOUSLY CARRIED.

R-4. Amendments to Chapter 81, "Nursing Facilities." The department has promulgated rules in order to provide clarification on the treatment of depreciation when a change of nursing facility ownership occurs. Rules are also promulgated to clarify leasing arrangements. The department has updated the Iowa Medicaid Enterprise (IME) mailing address and made changes to reflect current operations of the IME.

Will be filed this year – cost rates – will not effect until next years rates.

VOTE: MOTION UNANIMOUSLY CARRIED.

R-5. Amendments to Chapter 95, "Collections." This rule eliminates references to the application fee paid by non-assistance customers when requesting services from the Child Support Recovery Unit (CSU). Recent legislative changes to Iowa Code Chapter 252B.4 eliminated the customer paid fee. SF 605 also increased the annual fee for non-assistance child support cases.

VOTE: MOTION UNANIMOUSLY CARRIED.

COUNCIL UPDATE

No updates

DIRECTORS REPORT

Matt Highland presented the Directors report on Director Garcia's behalf.

Glenwood Resource Center

- Director Garcia wanted to inform you that effective December 30, Jerry Rea is no longer employed with DHS.
- We are working quickly to hire a new superintendent; Marsha Edgington will remain the interim superintendent of Glenwood Resource Center.
- The DOJ has submitted another round of questions and request for information.
 - We continue to cooperate and assist in any way we can and they have been extremely complimentary of our front line workers and of Marsha as we've worked with them throughout this investigation.
- We continue our fact finding efforts, and our partnership with the University of Iowa, which has been incredibly helpful.
- We are finalizing an agreement to bring in technical assistance to help look at our policies and procedures so that don't have to wait for the DOJ conclusions to make any changes that may be needed.
- Again, our efforts are not to get in the way of the DOJ investigation, but to ensure we're doing everything we can to support the individuals we serve and our staff.
- Does anyone have any questions on that?

Mark Anderson states that there will come a time when the counsel will want to know what happened and how it was possible that it happened.

Matt Highland responded that all information will be provided when the department has finished the investigation and legally are able to.

Staffing Update

- Director Garcia also wanted me to provide you an update as it relates to staffing at DHS.
- You may have noticed, since we last met we've posted a few key positions at DHS, including:
 - Division Administrator for Adult, Children and Family Services (ACFS)
 - You may recall, Jana has accepted the position of Des Moines Service Area Manager
 - A Division Administrator position for community mental health and a Division Administrator position dedicated to our facilities.
 - You also are aware that Julie, who previously assisted with Council, has accepted a position, which is a great opportunity for her.
- Which leads to a larger challenge we're facing at the agency, staff recruitment and retention.
 - A low unemployment rate is great for the state, but challenging for employers with lots of jobs to fill.
 - With 4,000+ employees, we are a huge employer and many of our jobs are in rural areas.
 - I want to share with you that I am very focused on finding creative ways to attract new workers, which includes developing partnerships with community colleges and universities.
 - Residencies at our facilities
 - Creating pipelines from community colleges and even high school.
 - Example of GRC 19 year old, who is a great tool for recruitment.
 - We also need to look at the changing nature of the workforce. We know that millennials are very different than generations before. They value flexibility, more frequently change jobs, or want different hours. So, we're exploring ways we can accommodate that and attract the workforce of the future.

- We also are looking at more innovative ways to promote and campaign for the workforce we need.
 - A lot of our jobs are good paying jobs and provide deeply rewarding work, so we need do a better job of promoting that and are looking at opportunities there as well.

Mark Anderson expresses the urgent need in both governmental and non-governmental centers. He advises increasing pay to retain front line workers in this market.

Managed Care Withhold

- Oversight of the Medicaid managed care program is critical to its overall success—and DHS is exercising its authority to hold Iowa Total Care accountable.
- We intend to use our contractual remedies to ensure proper administration of the program.
- Provider payment issues exist, specifically with Iowa Total Care, and in particular for behavioral health, consumer directed attendant care (CDAC) and other limited long-term services and supports (LTSS) providers and today DHS is exercising its authority to hold Iowa Total Care accountable.
- The Department is withholding nearly \$44M from Iowa Total Care's January capitation payment. Since coming online in July, DHS has worked closely with Iowa Total Care to assess readiness and ensure adequate process times.
 - Despite many attempts to correct deficiencies in the claims payment system, Iowa Total Care has not met the terms of its corrective action plan. Once Iowa Total Care resolves the issues identified, the withhold will be released. However, additional remedies may be sought.

OCIO Assistance

- It's not news to you that we have a lot of very important and large IT initiatives underway.
- This work is critical to our agency and the people we serve and our staff is doing amazing work on really challenging projects.
- As I continue to look at our overall agency needs, we'll be doing a complete assessment of all IT projects and efforts.
- I have asked for assistance from the Office of the Chief Information Officer (OCIO) to assist with an external assessment. Our team has great expertise in DHS programs while OCIO brings a statewide perspective, and together I think we will do incredible things.

NEXT MEETING

The next meeting of the Council on Human Services is Wednesday, February, 11th 2020 and will be a teleconference.

ADJOURN

Council on Human Services teleconference meeting held on January 8th, 2020 adjourned at 10:54am CST.